FEDERAL COMMUNICATIONS COMMISSION

Request for Information
Federal Communications Commission
IT Auctions and Legacy Support

This is a Request for Information (RFI) as defined in FAR 15.201 (e). The Government is requesting information regarding the availability and feasibility of attracting service providers to move agency applications and systems to new, modern platforms, and reducing the cost of building and sustaining the Federal Communications Commission (FCC) IT infrastructure. The FCC is considering procuring the services of a vendor(s) to provide Programming Support Services and System Sustainment. These services will be in support of the FCC's current IT Auctions and Legacy Environment. In addition, updates and modifications to these systems and applications prior to migrating to new modern platforms will be required. This request is to gather information from the all sources and is deemed essential as part of our collaborative, deliberate planning process for the FCC. Interested vendors should review the questions and reply no later than May 10, 2017, 4:30PM.

Point of Contact:

Sunny Diemert, Contracting Officer/OMD
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Email: Sunny.Diemert@fcc.gov

How to respond:

Please submit any questions no later than **May 2, 2017, 4:30PM** via email to sunny.diemert@fcc.gov.

Please submit responses no later than **May 10, 2017, 4:30PM.** Preferred media is electronic copies in Microsoft Word, Power Point, or Excel. Preferred method of submission is via email to sunny.diemert@fcc.gov. Following the Technical Requirement, the agency solicits specific information from those firms choosing to respond. See the DISCLAIMER at the conclusion of this RFI for how the agency proposes to treat and use information submitted.

Anticipated Place of Performance:

Federal Communications Commission

445 12th Street, SW

Washington, DC 20554

Out years in any contract may need to be performed at another location within Washington, DC, as FCC headquarters offices are expected to change.

The following is a preliminary draft statement of the technical requirement under consideration,

which the agency expects will inform the potential respondent's decision as to whether and how to respond.

Technical Requirement:

1.1   System Development Support

1.1.1   System Enhancements and Development

1.1.1.1 The Contractor shall provide system enhancement and development support for Auction and Legacy systems. This support will include, at a minimum:

- Performing on-going system enhancements and new development, and supporting anticipated emergent requirements through all aspects of the FCC's SDF. These activities include, at a minimum:
  - Opportunity identification;
  - Requirements solicitation and gathering;
  - Prototyping and user-testing;
  - Development and Implementation;
  - Documentation;
  - Acceptance testing;
  - Integration;
  - Migration and launching; and
  - Training and support which include, at a minimum:
    - Trade shows;
    - Hearings;
    - Conferences;
    - Workshops;
- Adhering to the directives, policies, and standards set forth by the FCC, including those for data collection and management, and which support FCC's business processes and workflows;
- Adhering to the FCC's SDF, which includes the FCC SDLC procedures and policies for the analysis, design, development, testing, implementation, operation, management, documentation, and maintenance of existing and future automated information systems and web-based services. The requirement is based on the current SDF, therefore these processes may evolve over the life of the contract;
- Participating in SDF phase reviews, typically regarding continuation on to the next phase, unless prior FCC approval has been provided for continuation to the

next phase. However, the FCC may request a review at any point during the SDF process;

- Developing documentation in accordance with the items required by the FCC's SDF, and ensuring that it considers the audience of the documentation to confirm it is written in the most effective manner (e.g., developer-orientated documentation versus user-oriented documentation);

- Storing all final SDF and system documentation in a document repository provided by the FCC;

- Ensuring compliance with Section 508 of the Rehabilitation Act of 1973 (as amended) as this is mandatory for all work delivered under the contract. Standards can be viewed at: http://www.section508.gov. In addition to standard adherence with Section 508, the FCC is seeking innovative use of 508 capabilities to ensure all FCC user systems meet and exceed the ability of disabled users to gain full use of FCC systems;

- Ensuring that all web-based systems and Graphic User Interface (GUI) based systems undergo User Acceptance Testing (UAT); and

- Ensuring all Programming standards and approaches employed are shared with and approved by the FCC.

1.1.1.2   Technology and Development Standards and Initiatives Support

1.1.1.2.1   The Contractor shall provide Technology and Development Standards and Initiatives support. This support will include, at a minimum:

- Developing and managing web services systems using Application Programmer Interfaces (APIs) to deliver web data functionality;

- Providing development and integration of systems with enterprise single sign-on architecture, when deemed applicable by the FCC;

- Developing and/or modifying FCC systems as required to allow access to the web, to include mobile optimized websites and blogs, from a mobile phone, tablets, or other forms of mobile devices;

- Developing anti-spam mobile captcha systems for mobile devices (e.g. BlackBerry, Android, iOS, Windows CE/Mobile, etc.);

- Customizing and integrating third party collaboration tools for crowd-sourcing and social media into applicable systems;

- Ensuring design and system architecture enables extraction of content (including document history and versions), metadata, data, and configuration information by prohibiting system lock-in in which content and data handled by the system, including any customization for end-users, must be manually re-created or moved from the developed system to another system;

- Collaborating with the FCC in adopting or adhering to standards contained in Federal Enterprise Architecture (EA) standards;

- Supporting new technology and development standards adopted by the FCC as technology advances; and

- Assisting the FCC in adopting or adhering to standards contained in current or newly released Federal initiatives. Examples of this include: the 25 Point Implementation Plan to Reform Federal Information Technology Management; e-Government initiatives; and designing Cloud First initiatives.

1.1.1.3 Systems and Support Specific Requirements Support

1.1.1.3.1 The Contractor shall provide Systems and Support Specific Requirements support. This support includes, at a minimum:

- Managing and improving the FCC's geographic mapping efforts, providing mapping services for the Commission, and integrating geographic data into systems including web publication as required;

- Supporting FCC's reporting strategy and systems. This support will include, at a minimum:

  o Continuing operations and maintenance of Business Objects until FCC decommissions it;

  o Supporting the transition from Business Objects to MicroStrategy once the FCC has determined a timeline and strategy;

  o Managing the FCC's MicroStrategy effort and serving as a center of expertise for MicroStrategy knowledge, consulting, training and advice for all systems.

- Supporting all the FCC's licensing business processes related to, at a minimum:

  o Grants;

  o Transfer of control;

  o Assignments;

  o Renewals;

  o Modifications;

  o Regulatory compliance;

  o International coordination;

  o Queries;

  o Downloads;

- Providing financial reporting creation and support and other tasks associated with compiling financial data and reports; and

- Developing, managing, and providing support for the capture, analysis, and reporting of all data collections within FCC systems.

1.1.1.4 FCC IT Acquisition Process Support

1.1.1.4.1 The Contractor shall provide FCC IT Acquisition Process support. This support will include, at a minimum:

- Participating in the identification of new requirements or changes to IT systems or tools to include understanding, in conjunction with the FCC, all the system development projects the Contractor supports to determine if the new requirements or changes relate to other implemented, ongoing, or planned system and projects. This analysis shall be performed to coordinate and leverage resources/technologies across the Agency;

- Performing research and providing alternatives for development methodologies/techniques and/or tools;

- Performing cost estimation for each alternative proposed;

- Assisting in the creation of a Business Case as requested by the FCC; and

- Assisting in project scoping, designing, and phasing as the preliminary phase of COR identified development projects. For example, for projects that will be performed iteratively, the COR may request the Contractor assist by taking preliminary business requirements, fleshing them out, and documenting the overall project approach to include the identification of the phasing of system components/functionality. The FCC may use this process in the initiation of task orders or projects for the design and development of the system components.

1.1.1.5   SDF Phase I – Initiate and Plan Support

1.1.1.5.1 The Contractor shall provide SDF Phase I – Initiate and Plan support. This support will include, at a minimum:

- Assisting in preparing for, conducting, and performing follow-up for a new project Kickoff Meeting;

- Proposing and implementing, upon COR approval, an agile development approach that best suits the needs of the requirement/project. In the rare instance where a project cannot be developed using an agile approach, the COR may approve development under a hybrid or waterfall model;

- Creating and grooming epics, themes, and user stories;

- Creating integrated schedules for projects with multiple vendors where it is the lead;

- Providing documented internal artifacts and tools it uses to plan and execute IT development projects that are complementary to the FCC's SDLC approach. These artifacts and tools will include, at a minimum:
  - Processes;
  - Procedures;
  - Templates;
  - Checklists; and

- Proposing and implementing, upon COR approval, a plan to transition projects from development to operations and maintenance (O&M).

1.1.1.6 SDF Agile Process Support

1.1.1.6.1 The Contractor shall provide SDF Agile Process support. This support will include, at a minimum:

- Developing and documenting the approach for gathering requirements to ensure stakeholder's needs are fully understood and the appropriate stakeholders, as directed by the COR, are involved in the process for each development project;

- Performing all aspects of obtaining system requirements to include, at a minimum, employing research methods for:
  - User analyses;
  - Task analyses;
  - Content analyses;
  - Scenario development;
  - Usability testing;
  - Stakeholder interviews

- Generating documentation consistent with the FCC IT EPP SDF and in the format best suited to the audience (e.g., programmer oriented or user oriented). This documentation will include, at a minimum:
  - Flow diagrams;
  - User interaction models;
  - Wireframes;
  - Mock-ups;
  - Prototypes;
  - Functional specifications;
  - Design requirement documents;
  - Page layouts;
  - Navigation maps;
  - Site maps for complex websites and web systems;

- Ensuring that the requirements approach and progress of the requirements is communicated to the identified stakeholders throughout the design and development process;

- Collecting post-deployment customer requirements for enhancements;

- Identifying business process reengineering needs and assisting with business process reengineering efforts and supporting documentation;

- Identifying business impacts and assisting with identifying and documenting change management and communication plans;

- Identifying and tracking project risks;

- Proposing and designing systems on a modular or component basis to allow the ability to gradually move legacy systems to new platforms, component-by-component, or allow the ability to develop creative solutions outside current systems (e.g. simple implementations where possible rather than adding to large legacy systems);

- Generating initial and final system design documents and schematics;

- Performing usability tasks with both internal and external customers;

- Developing mockups of the system's user interface, ranging from wireframes to clickable demonstrations, to obtain confirmation on functionality;

- Documenting an approach for integrating the system or functionality being developed into any current system, if applicable;

- Coordinating the selecting and documenting of applicable security controls with the FCC Cyber Security team in compliance with applicable FCC and Government policy;

- Coordinating security testing, review, and authorization with the FCC Cyber Security team before deploying systems on any FCC operational network; and

- Performing analysis and providing information necessary for the FCC IT Security team to perform assessments of all security documentation to determine how personal information is collected, stored, shared, and managed in a Federal system. This analysis will include how data and personally identifiable information (PII) is handled to:
  o Ensure handling conforms to applicable legal, regulatory, and policy requirements regarding privacy;
  o Determine risks of collecting, maintaining, and disseminating information in identifiable form in a system;
  o Examine and evaluate protections and alternative processes for handling information to mitigate potential privacy risks.

- Creating the development and test environments for systems developed under this task order;

- Identifying and coordinating infrastructure or database support required with other FCC vendors responsible for environment infrastructure and databases using pre-established FCC infrastructure and database support processes and the FCC's request system;

- Responding to request submitted by other FCC vendors using pre-established FCC infrastructure and database support processes and the FCC's request system within the timelines established by the FCC's SLAs;

- Creating working prototypes of key components of systems to validate technical choices and seek further improvements when directed by the COR;

- Assisting the project manager in determining the appropriate system test methodology and procedures within the framework of the FCC Test Strategy;

- Assessing and documenting instances where the FCC-provided development and test environments do not mimic the production environment to include recording what risks, if any, are introduced as a result of this issue;

- Perform initial unit testing;

- Providing a separate quality assurance testing function which delivers independent system testing separate from the developers prior to system delivery to the FCC's UAT environment;

- Using test scripts, recording the results, and providing these results as requested by the COR;

- Updating the Accessibility and Section 508 Compliance Certification Form for testing;

- Assisting the project manager in determining the appropriate methodology and procedures for user acceptance testing (UAT) within the framework of the FCC Test Strategy to include:
  - Methodology to determine if UAT is required for the system or enhancement being developed;
  - Requisite FCC Bureau or Office stakeholders if UAT is required;

- Providing the UAT test plan and test scenarios;

- Providing support to the FCC's UAT by conducting training as requested by the COR;

- Documenting and providing resolution management for the defects discovered during UAT;

- Documenting and addressing usability and enhancements modifications as directed by the COR;

- Incorporating beta testing (e.g., with entities external to the FCC) into the test cycle for COR identified projects. The FCC will inform the Contractor of what support and deliverables will be required for this testing;

- Developing and submitting, for Government review and approval, the system implementation approach;

- Assisting the IT Security Team in performing the Security Assessment and Authorization Process (i.e., formerly Certification & Accreditation) by providing requested documentation and reviewing security controls as per FCC and Government policy and regulations;

- Conducting release management as per the FCC Release and Deployment Management SOP to include documented release notes;

- Developing and reviewing an Operational Readiness and Operations and Maintenance Transfer Checklist to ensure the system is ready for deployment to

production and transfer to the operations and maintenance vendor (if being transferred);

- Documenting and verifying user access lists;

- Developing the training and outreach materials related to the systems developed under this task order;

- Conducting training and support activities for external and internal users including FCC Bureaus. This support shall be performed on-site at FCC locations and will be performed as part of a system deployment or as needed;

- Developing and testing deployment procedures as per the FCC Release and Deployment SOP;

- Providing system deployment support in all environments as per the FCC Release and Deployment SOP to include verifying system performance;

- Updating the Accessibility and Section 508 Compliance Certification Form for production;

- Troubleshooting system deployments;

- Assisting in any troubleshooting to include system roll-back if required;

- Participating in project close-out activities to include conducting a Post Implementation Review; and

- Completing all system and user documentation.

1.1.1.7 User-Centered Design Support

1.1.1.7.1 The Contractor shall provide User-Centered Design support. This support will include, at a minimum:

- Employing "User-Centered Design" techniques which includes:

  o An approach and processes that identifies the needs, wants, and limitations of end-users through each stage of the design process;

  o Sharing appropriate interim design products such as mockups, wireframes, paper-prototypes, presentations, and working prototypes with actual end-users for feedback;

- Drafting and submitting, for Government review and approval, a User-Centered Design and Usability methodology to include Usability Testing. This methodology will prioritize the user-friendliness of its software development work product;

- Implementing and managing the approved User-Centered Design and Usability methodology for all IT development;

- Allowing the public to participate in usability testing, as directed by the COR, remotely or locally;

- Ensuring that the User-Centered Design and Usability Testing shall include individuals using Assistive Technology (e.g., a screen reader) as appropriate or as

requested by FCC, to meet or exceed Federal requirements of Section 508 of the Rehabilitation Act of 1973 (as amended), 36 CFR Part 1194 ("Electronic and Information Technology (EIT) Accessibility Standards"), 48 CFR Subpart 39.2, and related relevant Federal accessibility laws and policies; and

- Developing an Accessibility and Section 508 Compliance Certification Form template that includes the accessibility standards and requirements and provides the ability for the Contractor to indicate that each applicable standard/requirement has been met in:
  - o Design;
  - o Testing; and
  - o Production.

1.1.1.8   Post Deployment Work Request Support

1.1.1.8.1   The Contractor shall provide Post Deployment Work Request support. This support will include, at a minimum:

- Coordinating with the COR to determine the type of post-deployment support needed and the cause of the need for the support. The FCC will have guidelines for assessing post-deployment support that is not routine operations and maintenance. The guidelines will identify if the need for the support is a result of an FCC requirement (e.g. a desired enhancement), or a result of a Contractor-caused condition (e.g. the Contractor was not able to include all needed requirements or the system did not perform as expected in production). The guidelines will also specify the course of action pertaining to performing the support and the costs associated with the support. For example, if the development task order was fixed price and it is determined that the need for the subsequent support is based on a Contractor caused condition, the Contractor shall perform the support under the fixed price of the original development task order;

- Logging work requests (WRs) into existing FCC tracking systems;

- Providing WR tracking and reporting using the existing FCC toolset for ongoing enhancements and fixes, in coordination with the operations and maintenance tasks;

- Evaluating each WR and providing a Level of Effort (LOE) input into WR LOEs calculated by the FCC;

- Developing a prioritized schedule for approved WRs implementation in collaboration with stakeholders and the COR;

- Drafting, documenting, and submitting, for Government approval, the requirements for approved and scheduled WRs;

- Designing, developing, and implementing the WRs generating under this task order; and

- Collecting WRs for approved release and coordinating release management with the CM team as per the FCC Release and Deployment SOP.

1.1.2 Technical and Data Architecture Analysis and Design Support

1.1.2.1 The Contractor shall provide technical and data architecture analysis and design support. This support will include, at a minimum:

- Analyzing software, technology, and web trends across commercial and Government sectors including collecting and disseminating lessons learned and Contractor developed recommendations as directed by the COR;

- Interfacing with the FCC's Enterprise Architecture (EA) function and be proficient in EA to:

  o Identify opportunities to leverage technology and alleviate redundancy;

  o Facilitate horizontal and vertical integration of information technology resources;

  o Apply architecture practices to help drive business management improvements across the Federal Government;

- Identifying common functions across FCC systems that can be delivered and implemented to improve the functions and technology posture of the FCC's portfolio, focusing on modernization and utilizing current technical capabilities (e.g. common system login function for all systems);

- Recommending areas where the FCC could adopt new technologies and approaches. Examples include: use of open source code/applications; use of Software Development Kits (SDKs); and making FCC data accessible via APIs;

- Developing, in collaboration with the FCC's Chief Data Officer and FCC's cross-Agency Data Team, an Enterprise Data Sharing Methodology for increased data sharing between systems, throughout the enterprise, and with the public following the approved methodology for FCC IT development. The methodology will help prioritize enterprise data sharing, standardization and integration in the design of new systems, features and maintenance of existing systems;

- Supporting ongoing FCC reforms to improve the collection, management, and dissemination of FCC data as articulated through various aspects of the FCC's data standardization and integration efforts; and

- Participating on inter-departmental task groups related to technical and data architecture and other areas applicable to this contract, as directed by the COR.

1.1.3 Security

1.1.3.1 General Security Requirement Support

1.1.3.1.1 The Contractor shall provide General Security Requirement support. This support will include, at a minimum:

- Implementing all required safeguards to ensure compliance with applicable laws and Agency requirements, e.g., the Privacy Act of 1974 (e.g., as it relates to PII),

the e-Government Act of 2002, the Federal Information Security Management Act of 2002 (FISMA), NIST publications, confidentiality regulations for rulemaking/deliberative materials, Customer Proprietary Network Information (CPNI) , etc., for security and management of all FCC IT computing systems and related IT infrastructure environments;

- Ensuring that Cyber Security management processes are incorporated at the beginning of the SDF process and in system design, development, testing, and implementation in accordance with all appropriate FCC Cyber Security requirements and any Contractor-identified additional safeguards and measures for ensuring and monitoring system security and data integrity;

- Ensuring that all computing hardware and software to be deployed complies with the following Cyber Security guidelines, at a minimum:
  - o Incorporates security as part of the design;
  - o Assumes hostile activities and monitors intrusion activities;
  - o Uses open standards as much as possible;
  - o Minimizes and protects trusted system elements and limit access to such elements to need-to-know;
  - o Protects data at the source (i.e., in process, transit, and storage);
  - o Safeguards PII against unauthorized internal or external use or disclosure;
  - o Authenticates as necessary;
  - o Does not subvert in-place security protections;
  - o Fails securely;
  - o Provides reasonable separation of duties;
  - o Logs, monitors, and audits;

- Generating, maintaining, and providing an up-to-date list of all systems and software components not in compliance with security guidelines to the COR and CISO;

- Collaborating with the COR, CISO, and stakeholders to determine how best to bring individual systems and software components into compliance;

- Developing the security methodologies and procedures required to validate IT systems, infrastructure, and data in coordination with the FCC's CISO; and

- Monitoring Contractor personnel and procedures to ensure compliance with and incorporation of all appropriate Cyber Security requirements and policies as set forth by the FCC.

1.1.3.2 FISMA and Certification and Accreditation (C&A) Support

1.1.3.2.1 The Contractor shall provide FISMA and Certification and Accreditation (C&A) Support in collaboration with the FCC IT Security team. This support will include, at a minimum:

- Providing support services required to execute day-to-day FISMA compliance operations, ensuring that all FISMA activities are prioritized correctly, completed on schedule, and are in accordance with FCC policies. This includes researching the major obstacles related to the FCC meeting FISMA requirements;

- Reviewing, analyzing, and providing input on FIPS 199 impact level designations and NIST 800-60 security categorizations;

- Reviewing and documenting appropriate security controls based on the characterization of the general support system or major application as per the FCC Continuous Monitoring Standard Operating Procedure (SOP) and at a minimum annually;

- Providing a team of skilled IT security professionals demonstrating competence in the application of the Risk Management Framework procedures contained in NIST SP 800-37's current version;

- Developing processes and procedures, including comprehensive checklists, to promote consistent completion and review of C&A packages;

- Reviewing completed C&A packages based on NIST and FCC standards for general support systems and major applications;

- Reviewing and validating security artifacts;

- Providing documentation of security artifact validation as requested by the FCC IT security team for audits, ST&E efforts, and ATO authentication;

- Assisting in executing the agency's annual Information Security Performance Plan which includes using and managing the FCC's FISMA tool in this process;

- Providing feedback to management on the functionality of the FCC's FISMA tool and Risk Management System (RMS);

- Managing and remediating POAMs as directed by the CISO; and

- Creating briefings and reports pertaining to daily, weekly, monthly, or annual activities within the Security Compliance branch as requested by the COR.

1.2   Auction and Legacy System O&M Support

1.2.1 System Transfer from Development Support

1.2.1.1 The Contractor shall provide System Transfer from Development Support. This support will include, at a minimum:

- Coordinating with other vendors during the development effort for systems that will be transferred to the Contractor for the operations and maintenance support. This coordination includes, at a minimum:

- o Identification of an appropriate Contractor resource to act as a liaison between vendors;
- o Obtaining real-time information on the development of new systems or enhancements throughout the project SDLC phases;

- Requesting and reviewing all pertinent systems documentation needed to successfully perform operations and maintenance to include identifying and requesting requisite additional information from the FCC and the system development vendor; and

- Collaborating with the vendor that developed the system and the FCC to identify points of contact to consult for information and troubleshooting assistance in cases where issues arise in production after the system has been transferred to the operations and maintenance vendor.

1.2.2   Internal and External User System Support

1.2.2.1   The Contractor shall provide Internal and External User System Support. This support will include, at a minimum:

- Inputting and maintaining a list of support points of contact for systems under its management in the FCC's Enterprise Information Catalog (EIC) upon the system being modified to include this information;

- Providing Tier 1 support for requests forwarded by the Application Technical Support (ATS) staff. The support will include, at a minimum:
  - o Documenting system or functionality clarification;
  - o Performing analysis;
  - o Troubleshooting;
  - o Documenting the problem and recommended fixes;
  - o Creating a work request;
  - o Making needed changes;
  - o Updating the status in the FCC ticketing system;

- Using FCC supplied software which provides remote access to user workstations for troubleshooting operational application issues when deployed;

- Providing documentation and training for the ATS staff so they can effectively provide Tier 1 support upon the system transfer from development. This will include updating documentation upon deployment of system changes; and

- Assisting in analyzing support requests to identify areas such as where there are system malfunctioning trends, usability could be improved, additional user instruction is needed, etc.

1.2.3   Routine Operations and Maintenance

1.2.3.1   The Contractor shall provide Routine Operations and Maintenance (O&M) support for Auction and Legacy systems. This support will include, at a minimum:

- Developing and implementing a System Maintenance Plan for systems under the responsibility of the Contractor;

- Releasing, as per the FCC Release and Deployment Management SOP, improved versions of each system, non-emergency bugs, fixes, and minor modifications as scheduled in each system's System Maintenance Plan. The Contractor will consult with each System Owner to determine the release schedule for improved versions of systems;

- Monitoring and tracking all change requests and changes made to the systems maintained under this task order in the FCC provided change management system as per the FCC CM Plan and in coordination with the FCC IT CM team;

- Continuing to update system and user documentation as changes are made for the systems developed under this task order. For systems developed by other vendors and maintained under this task order, updated information will be requested from the system development vendor. The COR will be notified if the vendor that developed the system is no longer available or the requested information is not received;

- Performing proactive monitoring to analyze systems performance to determine if the systems are operating efficiently and optimally;

- Supporting data archival and transfer of system data as requested by the COR;

- Supporting system retirement activities as requested by the COR;

- Identifying, recommending, planning for and otherwise ensuring the Government has sufficient and timely notice of all software maintenance agreements, licenses, and/or upgrades necessary to support FCC mission activities as directed by the CO or COR;

- Analyzing the overall effectiveness of FCC information systems and processes;

- Making recommendations for improvements and/or corrective actions as required;

- Assisting in performing quarterly reviews;

- Identifying system and web site problems or inefficiencies;

- Developing innovative and practical solutions on improving performance and stability of the systems to include drafting documents and processes for Government review and approval;

- Implementing approved processes for improving system performance and stability; and

- Conducting automation or system modernization research and submitting recommendations for reducing O&M effort and costs.

1.2.4 System Monitoring and Incident Handling

1.2.4.1 The Contractor shall provide System Monitoring and Incident Handling support. This support will include, at a minimum:

- Providing 24x7 on-call response to notifications of systems unavailability and incidents by the end of the Transition-In period and maintained for the duration of the Period of Performance;

- Reviewing current monitoring tools and procedures, drafting, and submitting an updated System Monitoring and Incident Response Plans and SOPs;

- Resolve bugs, incidents, and similarly urgent modifications as per the approved Incident Response SOP;

- Ensuring all non-emergency fixes are scheduled in system releases or the appropriate FCC-determined deployment method as per the FCC Release and Deployment Management SOP;

- Ensuring outage alerts are completed for Contractor identified emergency incidents and outages; and

- Submitting After Action Reports (AARs) to include root cause analysis and recommendations to avoid repeat outages.

1.3   Auctions Support Services

1.3.1   Auction Design

1.3.1.1   The Contractor shall provide Auction Design support. This support will include, at a minimum:

- Performing various analysis and optimization research to test various auction theories for predicting the outcomes and results that could be expected. This task includes:
  o Running what-if scenarios;
  o Analyzing various test and sample data;
  o Applying mathematical theories;
  o Developing tools to support the optimization research; and

- Providing supporting services for operations research as it relates to design and implementation of all auctions, including solving complex combinatorial winner determination and pricing problems.

1.3.2   Auction Related IT System Support

1.3.2.1   The Contractor shall provide Auction Related IT System Support. This support will include, at a minimum:

- Developing and maintaining existing and new systems and system components for FCC auction systems; and

- Ensuring data and system integration between other IT systems that communicate with the auction bidding system is fully tested, functional, and secure.

1.4   Non Routine Support

1.4.1   Special Projects

As technology and FCC needs change, or when special situations arise, this optional task provides the flexibility for the FCC to request from the Contractor additional services. Non-Routine Support may consist of tasks such as:

- New Federal mandates that require a new system or enhancements to existing system outside the scope of the what was envisioned by the FCC
- Special analysis of a technology or system development approach
- Process analysis and improvement
- Tasks resulting from an MOU with another Agency
- Tasks mandated by the Chairman or Managing Director
- Tasks mandated by Congress
- Any special projects
- Other tasks related to the general scope of this task order

Non-Routine Support may pertain to tasks related to a single task or activities may cross multiple task areas.

The Government requests that respondents confine their responses to the information requested below. Elaborate bindings, illustrations, and company descriptions, except as specified below, are unnecessary and discouraged. All responses to this RFI shall instead be focused on the specific categories of information requested. A complete response to the RFI should include answers to all of the items listed below. Reponses to the RFI should NOT exceed 15 pages (excluding a cover page, table of contents, and any company portfolio).

In response to the RFI, please provide the following information:

1. Company Information

    a. Company Name;

    b. DUNS Number;

    c. Cage Number;

    d. Company Address;

    e. Company URL;

2. Company Point of Contact (name, telephone number, email address);

3. Business type for North American Industry Classification System (NAICS) code 541519 (Other than Small Business, Small Business, Small Disadvantaged Business, 8(a), Service Disabled Veteran Owned (SDVOSB), Women-Owned, HUBZone, etc.);

4. Your principal places of business and office location(s) from which FCC on-site performance would be managed.

5. Suggested acquisition vehicle (and rationale) for any procurement pursued following the RFI (e.g., specific Government-wide Acquisition Contracts (GWAC), General Services Administration (GSA) Federal Supply Schedules (FSS), open market, interagency agreement with excess capacity);

6. Recommended NAICS code(s) for any procurement;

7. Previous contracts for similar support that have been provided by your firm, including contract type (e.g., Firm-Fixed Price (FFP), Time and Materials (T&M), hybrids), contract total value, business entity your company contracted with, brief overview of the services provided;

8. Brief summary of your organization's specific experience providing programming support, information technology services that concern electronic auctions, and legacy support and conversion services to the government or non-government entities, or both;

9. Your companies experience supporting the task areas outlined in this RFI;

10. Your corporate experience supporting the following Auction Design and Auction Related Systems support:

- Perform various analysis and optimization research to test various auction theories for predicting the outcomes and results; to include what if scenarios, analyzing various test and sample data, applying mathematical theories, and developing tools to support the optimization research;

- Develop and maintain existing and new systems and system components for auctions systems that includes review of auction applications, search capabilities both internal and external, and capabilities for establishing auction parameters and rules for each auction;

- Ensuring data and system integration between other IT systems that communicate with the bidding system is fully tested, functional, and secure.

11. A discussion of any service level agreements (SLA) that guarantee the level of performance, availability, and security that your company provides for this solution to other customers. Provide a sample of SLAs and your company's actions to meet these SLAs and/or corrective action in the event you fail to meet the guarantees;

12. Feedback and comments regarding the draft Technical Requirement;

13. A copy or reference to your company's portfolio, (i.e., balance sheet, income statement and statement of retained earnings);

14. To the extent discernible from this RFI, any business relationships that would compromise or would appear to compromise the integrity of your work under the Technical requirements if they were to form the basis of a contract (Organizational Conflict of Interest (OCI));

15. Whether your company would be amenable to limitations on future contracting concerning acquisition advisory services provided under section 1.1.1.4 above and how it would otherwise propose to deal with OCIs arising from those services;

16. To the extent discernible from this RFI, your past performance for delivering complex program management for prior efforts of similar magnitude, complexity, and velocity as prime contractor:

- Date (s) of service provided
- Name of the Federal Agency (ies) provided the services
- Identify the size and type of services provided.

17. Your ability and agility to scale quickly with a broad and deep bench of diverse management and administrative skills either internally or through partnerships.

DISCLAIMER:

This RFI is issued solely for information and planning purposes and does not constitute a solicitation. The Government does not intend to award a contract or place an order on the basis of responses to this document, and, in accordance with FAR 15.201 (e), responses to this notice are not offers and cannot be accepted by the Government to form a binding contract. The Government may, at its sole discretion and at no cost to the Government, copy all or parts of a respondent's submission for the purpose of evaluating, summarizing, or compiling information for agency use. Agency stakeholders in the RFI process will share information among themselves. Responses to the RFI will not be returned to their submitters. Responders are solely responsible for all expense associated with responding to this RFI.

The Government will consider claims that submitted information is trade secret or commercial or financial information that is privileged or confidential, but only when the submitter: (1) specifically identifies the information for which confidential treatment is sought and clearly marks such information as proprietary or confidential; (2) explains why the information identified is claimed to be commercial or financial that is privileged or contains a trade secret; (3) explains the degree to which the information concerns a service that is subject to competition; (4) explains how disclosure of the information could result in substantial competitive harm; (5) identifies any measures taken by the submitting party to prevent unauthorized disclosure; (6) identifies whether the information is available to the public and the extent of any previous disclosure of the information to third parties; (7) justifies the period during which the submitting party asserts that material should not be available for public disclosure; and (8) identifies any other information that the party seeking confidential treatment believes may be useful in assessing whether its request for confidentiality should be respected. While the agency cannot guarantee that such information will not be disclosed upon proper request of a Federal Court or administrative tribunal of competent jurisdiction or pursuant to the FOIA, under no circumstance will the submission under such a claim be provided to a person seeking access to it under the FOIA without the submitter being consulted, being afforded an opportunity to appeal in advance a decision to disclose, and being afforded notice in advance to seek injunctive relief before disclosure and after denied appeal.